

**POLICE RECORDS SUPPORT CLERK****Opening Date:** September 21, 2016**Salary Range:** \$ 3161-4035/month**Closing Date:** 10/18/2016**Testing Dates:** 10/26-28/2016

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**NATURE OF POSITION**

Perform a variety of office and general clerical functions relating to the operation of the Police Records and law enforcement support functions.

**SUPERVISION RECEIVED**

General direction and oversight is provided by the Police Records Supervisor.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Employees of the City of Walla Walla are expected to model and foster the City's core values:  
**Customer Focus - Excellence – Stewardship - Communication - Leadership - Integrity**
2. Initiate, maintain, modify and summarize a variety of law enforcement records and statistical reports as required for City, County, State and Federal agencies.
3. Assist the public in person, via email, and telephone; provide procedural and City Code information; receive and process requests and complaints; answer questions for the public regarding records and other information needed by the public; and make referrals to other departments or agencies, as necessary.
4. Perform criminal record and background checks as directed and disclose information in accordance with Washington State law.
5. Maintain a variety of files and records; distribute, stamp and file case reports; enter records into computerized data management and storage systems; seal and expunge records per court order.
6. Enter warrants, protective orders, stolen property, missing persons and other information into the necessary Local, State, and Federal database systems; remove entries as required by procedures and regulations.
7. Respond to public records request following Washington State Public Disclosure Laws.
8. Assist officers and administration with requests for data retrieval as required.
9. Issue and receive monetary payment for permits, licenses, and related forms in accordance with established procedures. Balance till and make scheduled deposits.
10. Prepare a variety of reports and records including criminal records, Incident Based Reporting (IBR) and other related reports.
11. Communicate with the news media and the public in accordance with Department procedures and policies; assist as needed with community programs.
12. Operate business and office machines including computer terminals, scanners, fax equipment, radios, copiers, calculators, telephones, etc.; purchase and stock supplies as needed.
13. Escort non-law enforcement personnel through secured areas of the facility.

**OTHER JOB FUNCTIONS**

1. Demonstrate punctual, regular and reliable attendance which is essential for successful job performance.
2. Present a positive, professional image; maintain cooperative and effective working relationships; assure excellent customer service with internal and external customers.

3. Execute assignments, projects and job responsibilities efficiently and within defined timeframes; work independently and effectively with little direction.
4. Demonstrate good judgment and employ critical thinking to execute duties, identify issues, seek solutions and recommend improvements in support of departmental goals.
5. Provide assistance to staff and higher level management; participate in resolving operational or interpersonal concerns; participate in training, meetings, and on committees as assigned.
6. Respect the value of diversity in the workplace and the community.
7. Perform other duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Basic computer operation.
- Modern office practices, procedures, and equipment.
- Record keeping techniques.
- Statistical record keeping techniques.
- Washington State Law, rules, and regulations governing assigned activities.
- Microsoft Word and Excel programs.
- Work confidentially with discretion.
- Learn new tasks and adapt to changing situations.
- Communicate effectively and tactfully orally and in writing.
- Maintain routine records.
- Utilize sound decision making strategies.
- Comply with law, rules, and regulations relating to a variety of law enforcement activities.
- Interact effectively with the public, other agencies, and co-workers.
- Type proficiently 40 words per minute on typewriter/keyboard.
- Receive and process monies in accordance with established procedures.
- Accurately file numerically and alphabetically.

**TOOLS AND EQUIPMENT USED**

Ability to use: Personal computers, scanners, fax equipment, radios, copiers, calculators, and telephones.

**PHYSICAL DEMANDS**

Speaking to exchange information on the telephone or in person; hearing and seeing to conduct work and exchange information; sitting and standing for extended periods of time; dexterity of hands and fingers to operate computer input devices; maintain concentration and attention to detail for extended periods; ability to lift 20 pounds.

**WORK ENVIRONMENT**

Primarily an office environment, with occasional outside work during all seasons; may be exposed to heat, cold, wind, rain, snow and any other weather conditions observed in this area; subject to distractions from customers; multi-tasking office environment; subject to periodic distractions from verbally abusive customers and others in Police Department lobby.

**REQUIRED MINIMUM QUALIFICATIONS**

Any combination equivalent to graduation from high school and two years of general clerical experience involving public contact and computer data entry and retrieval.

**SPECIAL REQUIREMENTS**

Valid State driver's license; certification in ACCESS Levels I & II must be attained within six (6) months of appointment.

**DESIRED QUALIFICATIONS**

Bilingual in Spanish.

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**APPLICATION AND SELECTION PROCEDURE:**

To be considered for this position, ***a completed City application, resume and \$15.00 testing fee just be returned to the Human Resources office by 5 pm, October 18, 2016.*** Applications may be found on the Human Resources page of the City of Walla Walla website: [wallawallawa.gov](http://wallawallawa.gov).

Applicants who meet the minimum qualifications will participate in a testing process consisting of a written exam, skills testing and an oral interview. A score of 70% is required to pass the written exam. Testing is as follows:

**October 26, 2016:** A multiple choice test will be administered starting at 8:00 a.m. The *top ten candidates* following the multiple choice test will continue with skills testing.

**October 26, 2016:** Skills testing will be administered at WorkSource Walla Walla. Candidates must be able to type 40 wpm.

When testing is complete, successful candidates will be scheduled for an oral interview.

**October 27-28, 2016:** Oral Panel Interviews.

*Veteran's Preference points will be given to eligible candidates. Veteran's Preference points are added to the final score following completion of all portions of the exam.*

The incumbent will serve a six-month trial service period. Completed application packages can be mailed to:

**CITY OF WALLA WALLA-HR**

**15 N. Third Avenue**

**Walla Walla, WA 99362**

Email to [hr@wallawallawa.gov](mailto:hr@wallawallawa.gov) or faxed to (509) 524-7935.

**REASONABLE ACCOMMODATION:** The City of Walla Walla will provide reasonable accommodation to disabled applicants if requested. Please notify the Human Resources office at least 5 days prior to the need.

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***NOTE: The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.***

***EQUAL OPPORTUNITY EMPLOYER / AMERICANS WITH DISABILITIES ACT EMPLOYER***

***THE CITY OF WALLA WALLA DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, GENDER, SEXUAL ORIENTATION, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISION OF SERVICES.***

***MINORITIES AND WOMEN ARE ENCOURAGED TO APPLY.***